Naval Enterprise Networks PMW-205 & Naval Network Warfare Command

NGEN/NMCI Environment Overview

NMCI Overview

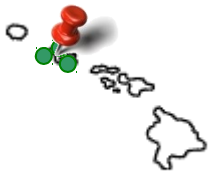
- NMCI is a unified, flexible and functional Information Technology (IT) platform that provides a stable cost effective, secure, interoperable IT environment.
- Secure IT services are provided to more than 384,000 seats and 800,000+ users across 2,098+ locations
  - IT services support USN core business, scientific research, computational and warfighting activities
  - Core applications are hosted at 21 server farms throughout the enterprise.
  - Hosting and transport service is provided to over 600 unique applications
- NMCI architecture satisfies current requirements and accommodates future expansion.

NMCI NOCs

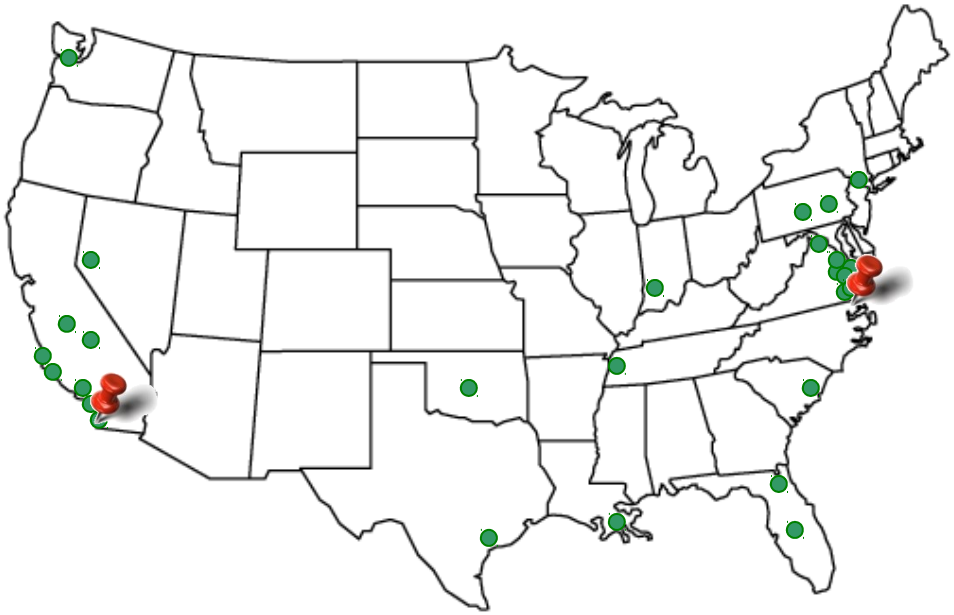
- Commander, Naval Network Warfare Command (NNWC) as Commander Task Force -1010 (CTF-1010) provides tactical control (TACON) of NMCI from the Navy Global Network Operations Security Center (NAVGNOSC) located at Joint Expeditionary Base, Little Creek, VA.
- NMCI network operations centers (NOCs) are located at:
  - NAVSTA Norfolk, VA
  - NAVAIRSTA San Diego (North Island), CA
  - NAVSTA Pearl Harbor (Ford Island), HI
- Three (3) Navy NMCI NOCs function as a single network/security operations center commanded and controlled by CTF-1010.
- PMW-205 provides programmatic and life-cycle support

Geographical Layout

Japan



Hawaii



CONUS

Number of Server Farms	47
Number of Sites Supported	2,098
Enterprise NOC Support Centers	3
Number of Services Offered	~400
Number of Servers	~4,600
Number of Seats	~384k

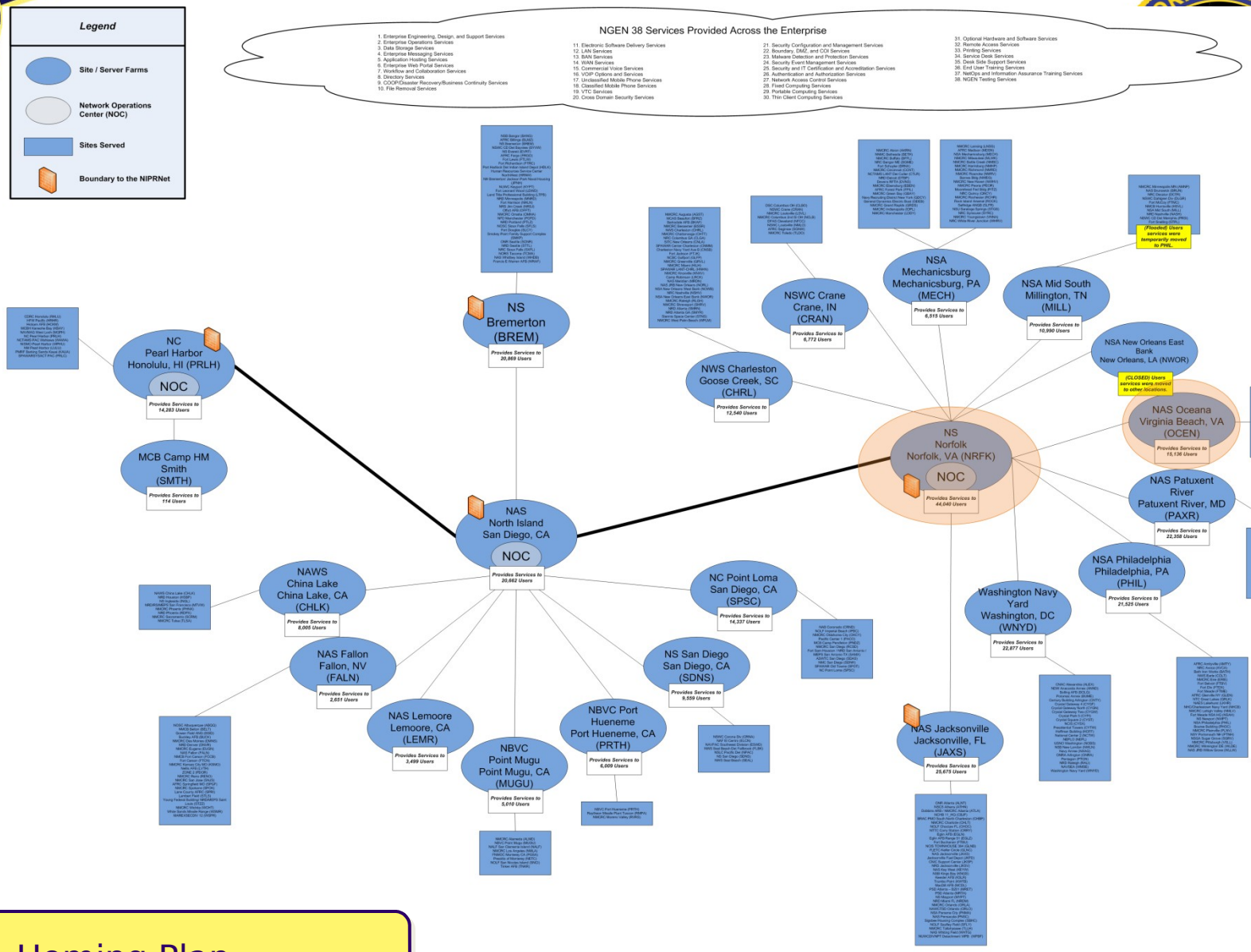
Enterprise NOC Support Centers

Server Farms

NOC Services and Tools

- NMCI NOCs function as a single network/security operations center
- NOC services* include:
  - Event monitoring and management of infrastructure and network services
  - Incident / Problem management
  - Network operations, maintenance
  - Technical and Application support
  - Security Management
- NOC tools* include:
  - Service Manager (SM7)
  - Enterprise Performance DB (EPMD)
  - Remedy
  - Net Vigil / Net Cool

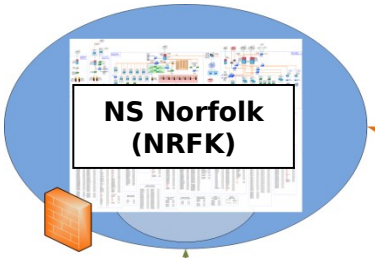
*Not all inclusive


Legend
Site / Server Farms
Network Operations Center (NOC)
Sites Served
Boundary to the NIPRNet
NGEN 38 Services Provided Across the Enterprise
1. Enterprise Engineering, Design, and Support Services
2. Enterprise Operations Services
3. Data Storage Services
4. Enterprise Messaging Services
5. Application Hosting Services
6. Enterprise Web Portal Services
7. Workflow and Collaboration Services
8. Directory Services
9. COOP/Disaster Recovery/Business Continuity Services
10. File Removal Services
11. Electronic Software Delivery Services
12. LAN Services
13. BAN Services
14. WAN Services
15. Commercial Voice Services
16. VOIP Options and Services
17. Unclassified Mobile Phone Services
18. Classified Mobile Phone Services
19. VTC Services
20. Cross Domain Security Services
21. Security Configuration and Management Services
22. Boundary, DMZ, and CDI Services
23. Malware Detection and Protection Services
24. Security Event Management Services
25. Security and IT Certification and Accreditation Services
26. Authentication and Authorization Services
27. Network Access Control Services
28. Fixed Computing Services
29. Portable Computing Services
30. Thin Client Computing Services
31. Optional Hardware and Software Services
32. Remote Access Services
33. Printing Services
34. Service Desk Services
35. Desk Side Support Services
36. End User Training Services
37. NetOps and Information Assurance Training Services
38. NGEN Testing Services
NC Pearl Harbor Honolulu, HI (PRLH)
NOC
Provides Services to 14,283 Users
MCB Camp HM Smith (SMTH)
Provides Services to 114 Users
NS Bremerton (BREM)
Provides Services to 20,469 Users
NAS North Island San Diego, CA
NOC
Provides Services to 20,662 Users
NAWS China Lake China Lake, CA (CHLK)
Provides Services to 6,005 Users
NAS Fallon Fallon, NV (FALN)
Provides Services to 2,651 Users
NAS Lemoore Lemoore, CA (LEMR)
Provides Services to 3,499 Users
NBVC Point Mugu Point Mugu, CA (MUGU)
Provides Services to 5,010 Users
NBVC Port Hueneme Port Hueneme, CA (PRTH)
Provides Services to 6,009 Users
NS San Diego San Diego, CA (SDNS)
Provides Services to 9,559 Users
NC Point Loma San Diego, CA (SPSC)
Provides Services to 14,337 Users
NWS Charleston Goose Creek, SC (CHRL)
Provides Services to 12,540 Users
NSWC Crane Crane, IN (CRAN)
Provides Services to 6,772 Users
NSA Mechanicsburg Mechanicsburg, PA (MECH)
Provides Services to 6,510 Users
NS Norfolk Norfolk, VA (NRFK)
NOC
Provides Services to 44,040 Users
NSA Mid South Millington, TN (MILL)
Provides Services to 10,990 Users
NSA New Orleans East Bank New Orleans, LA (NWOR)
(CLOSED) Users services were moved to other locations.
NAS Oceana Virginia Beach, VA (OCEN)
Provides Services to 15,136 Users
NAS Patuxent River Patuxent River, MD (PAXR)
Provides Services to 22,358 Users
NSA Philadelphia Philadelphia, PA (PHIL)
Provides Services to 21,525 Users
Washington Navy Yard Washington, DC (WNYD)
Provides Services to 22,877 Users
NAS Jacksonville Jacksonville, FL (JAXS)
Provides Services to 25,670 Users
(Flooded) Users services were temporarily moved to PHIL.

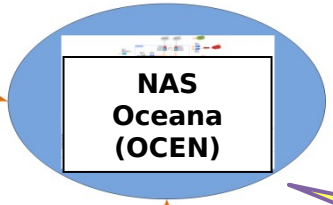
Homing Plan

NMCI Server Farms

Depicts 8 of the NGEN Services provided to users homed to NRFK Server Farm and OCEN Micro Farm



- B1 Boundary and DMZ Services
- Remote Access Services
- Enterprise Web Portal Services
- Service Desk Services



NRFK is an example of a Server Farm

OCEN is an example of a Micro Farm

- Boundary, DMZ, and COI Services (NNPI COI)
- Remote Access Services
- Enterprise Web Portal Services
- Enterprise Messaging Services
- Data Storage Services
- Printing Services
- Authentication and Authorization Services
- Service Desk Services

	Homed to NRFK (Server Farm)
	Homed to OCEN (Micro Farm)

- Enterprise Messaging Services
- Data Storage Services
- Printing Services
- Authentication and Authorization Services

User at NRFK

User at OCEN

NMCI Service Desk – Primary Locations

NMCI Service Desk

- Four NMCI enterprise service desks provide 24x7x365 assistance via email & telephone using “Follow the Sun - customer support”
- NMCI service desks are located at:
  - NAVSTA Norfolk, VA (Unclas, Classified, NNPI)
  - Boise, ID (Unclas)
  - NAVAIRSTA San Diego (North Island), CA (Unclas, Classified, NNPI)
  - NAVSTA Pearl Harbor, HI (Unclas, Classified, NNPI)
- Specialized training is required for handling NNPI
- The combined NMCI service desks typically handle call volume in the range of 8,000 calls a day (approx. 175,000 month)
- Telephone Capacity – 1,800 ports at all locations

Service Desk Operations

- Service Desk manages the handling of incidents, problems, and requests with end users and IT groups for unclassified and classified services
  - Tier 0 service: End user self-service
  - Tier 1 service: Basic service support to end users and IT groups
  - Tier 2 service: Complex SME Support
  - Tier 3 service: On site Complex SME Support which may require certified system engineers or touch labor
  - Tier 4 service: Engineering technology support

Norfolk Facility Facts

- Located in building W143 aboard the Naval Station Norfolk.
- The Global NOC and Service Desk occupy approximately 147,650 sq. ft.
  - Exact division of space between server farm area, NOC operations, and Service Desk is not known.
  - Estimate for the Service Desk is ~ 55K sq. ft.; an estimate for the Global NOC is ~ 65K sq. ft.)
- HP-owned and operates
  - 4 Generators
  - 1 Chiller

San Diego Facility Facts

- Located in building 1482 aboard the NAS North Island.
- The NOC occupies approximately 41,870 sq. ft.
  - Exact division between the server farm area and NOC operations is not known
- HP-owned and operates
  - 1Generator
  - 3 Chillers

Pearl Harbor Facility Facts

- Located in building 87 aboard the Pearl Harbor Naval Complex.
- The NOC occupies the entire building, which is approximately 47,250 sq. ft.
  - Exact division between the server farm area and NOC operations is not known
- HP-owned and operates
  - 1 Generator
  - 1 Chiller

Questions

- Equity remains paramount and thus the questions and answers (Q&A) process will be strictly controlled and well structured.
- Contractors may submit questions during the tours in writing to the respective presenters/station managers.
- These questions will be reviewed by the Contracting Officer and appropriate SMEs. All final answers/responses will be posted to the Federal Business Opportunities (FBO) website within two weeks after ALL tours have been completed.
- The company name or individual posing the question will not be released to the public; only the Q&A will be released.
- The Presenters/Station managers have been instructed not to answer industry questions in this forum. Thank you in advance for helping our presenters abide by this direction.